Crowdsourcer v3.4 User Manual

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1. Login

To login to the Crowdsourcer Content Management System you will need to enter your username and password provided by your Stream UK account manager and then click on the *Login* button.

If you forgot your password, click *I forgot my password* link and it will appear a form to reset your password.

2. Inboxes

Content uploaded or sent to the Crowdsourcer will appear in your inboxes.

Administrators upload from the backend will be in the *Administrator* folder.
All content sent via the public upload form, MMS and email will be in the *UGC Incoming* folder.
Contributors upload from FTP and ingested RSS Feeds will be in user created custom folders.

To view the content of an inbox, select the folder via the left hand list. Here you can manage your content.

Figure 2

2.1 Create a new inbox

To create a new inbox navigate to the *Inboxes* from main menu and click *Create Inbox* button. Enter the title, description and any (comma separated) default tags for the inbox. To create, click on the *Save* button, or you can cancel the creation by clicking on the *Cancel* button.

Figure 3

2.2 Adding feeds to an inbox

Once an inbox has been created it will appear within the list of inboxes. Clicking on its name will open a dialogue with options to add feeds, create ftp accounts and filter tags. The view shown in Figure 3 is now replaced with the additional options shown in Figure 4.

Figure 4

Within this view, clicking on the *FTP* tab will allow you to view the FTP details (or create a new FTP account in the first instance), whilst clicking on the *Feeds* tab will allow you to add a new RSS feed to the tool, and clicking on the *Filters* tab will allow you to add new filter tags.

RSS feeds are the easiest way for you to import content from third party sites like Flickr. In addition they are increasingly the standard for supply of content from partners.

The addition of a feed is a three step process.

Step 1 is to add the URL of the feed to the dialogue box. As an example, the URLs from Flickr are found at the bottom of playlists by clicking on the RSS icon. These are in the form: http://api.flickr.com/services/feeds/photos_public.gne?id=[Playlist_ID]&format=rss_200

Figure 5

Once the feed has been successfully read, the metadata of the feed will be shown in the **Step 2** dialogue box. It is at this step that the fields from your source are mapped to the fields within the system by dragging and dropping. Figure 6 shows one field already matched and another in the process of being dragged and dropped from left to right.

Figure 6

At this stage it is important to note that:
- You can see a preview of each field within the feed by hovering over it;
- **Asset GUIDs** and **Asset media file** are both required fields;

- The *Asset media file* must be a link to a media asset. Sites like YouTube do not give access to the source files, but any Vodcast, podcast or image file will be fine;
- If the feed does not process as expected, review the *Ingested* tag within the *Stats* section to see the error logs.

The final step (*Step 3*) of the process is shown in Figure 7. It allows you to add default tags to the assets from the feed and/or automate the moving of the content to folders (removing the need for moderation).

Figure 7

The assets from the feed will start to appear within their folder after around 10 minutes.

2.3 Adding filter tags to an inbox

To create new filter tags, navigate to *Filters* tab, click on the *Add new* button and it will appear a dialog box as shown in Figure 8.

Figure 8

- Type **Filter tags** (comma separated).
- Choose **Filter from** options which fields you want to filter from.
(**Title** is for content's title, **Description** is for content's description, **Tags** is for user input tags and **Email address** is for content submitter's email address.)
- And choose folder where you want to redirect to and click on the **Save** button.

When the user submits content to Crowdsourcer **UGC Incoming** inbox, check the applied tags (letters are case in-sensitive), and if it's found, redirect to the relevant folders. It's important to note that this feature is ONLY available all contents sent via Email, public upload form and RSS feeds. It doesn't apply contents sent via FTP and admin backend upload form.

Once a filter has been created, it will appear within the list of filters as shown in Figure 9. To edit the filters tags, click on the filter heading bar and an edit form will be slide down below the heading. To delete a filter, click on the delete icon.
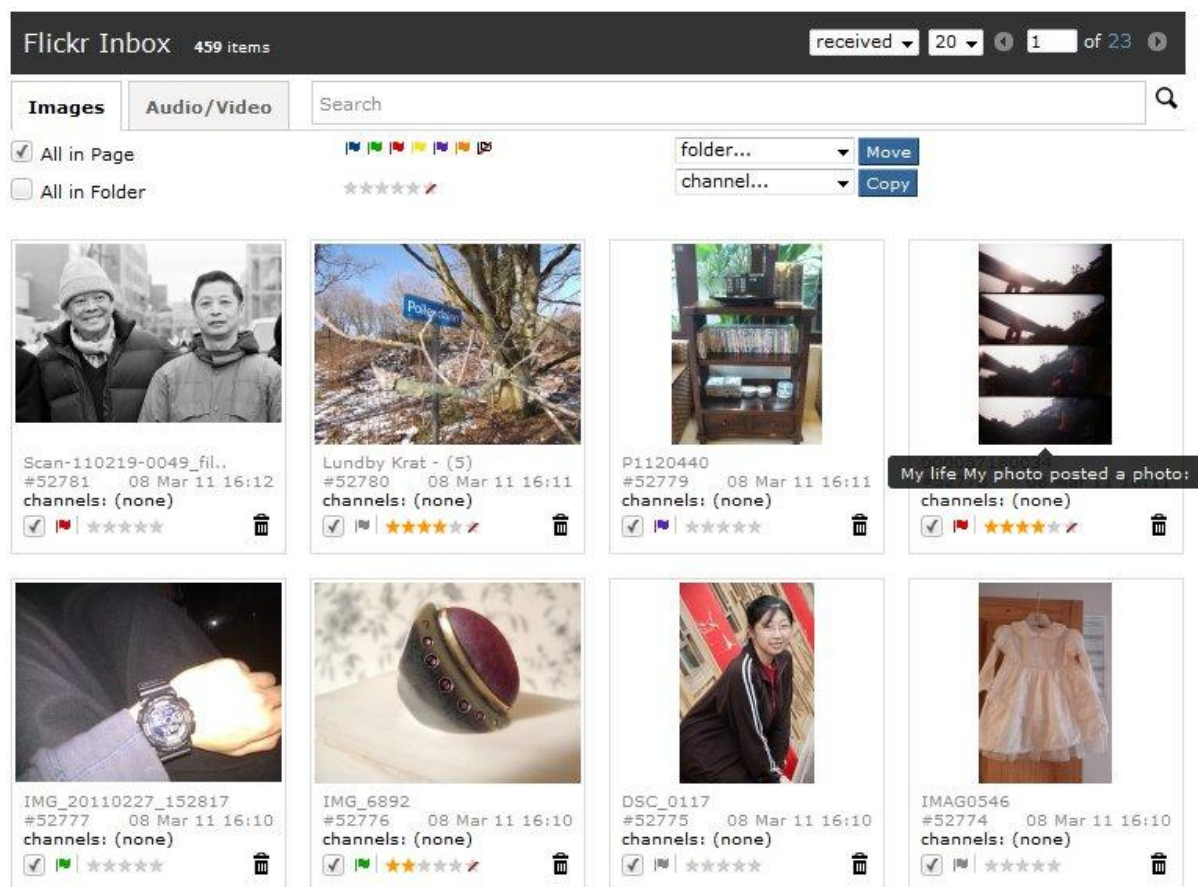
Figure 9

2.4 Move an asset to a folder

You can move either individual assets, all assets in one page or all assets in one (inbox) folder. Assets are selected by clicking on the checkbox icon ☑ in the bottom left hand corner. You can move selected assets to the folders, publish to the channels, set flags and rates. If the cursor is hovered on the flag icon, it will appear the description for that flag.

Figure 10

To set flag or rate for individual asset, you don't need to select the checkbox. Please note that ⚑ icon means no coloured flag is set yet for this asset. If you click that icon, it will appear all coloured flags as shown in Figure 12.

Simply click on the coloured flag that corresponds to the flag type to flag the image, audio or video: To remove the flag, click on the remove icon ⚑ next to the flags.

You can rate the asset by clicking on the number of stars you wish to rate out of 5. To remove the rating, click on the remove icon ✏ to the right of the rating show in Figure 13.

To delete or send the asset to Trash folder, simple click trash icon 🗑 .

Figure 11

Figure 12

Figure 13

2.5 Edit details of an image, audio or video

2.5.1. Change thumbnail image

Figure 14

Clicking on the *Upload* link, it will appear a dialog box to upload the thumbnail image. *Capture* link is available for videos to capture image while the video is playing.

Figure 15

There are 2 main headers **User Submitted Information** and **Admin Actions**. To show or hide the details, simply click on the header bars.

2.5.2. User submitted information

You can edit the details of who sent the asset, their email address, the date and location the video or image was taken, metadata and tags. When you have finished, click on **Save**.

Figure 16

2.5.3. Admin actions

Figure 17

A) Rating/Flags

Rating/Flags tab is opened by default. You can also set flag or change rating here. If the content submitter's is special contributor, you can see ***Contributor assets details.***

B) Image properties (for images only)

To view the image properties click on the Image Properties tab. This will display the verification details for that image including:

• EXIF data
• Date
• Image age
• Geographic location
• Photoshop software detection
• Unique image
• File properties

It is worth noting that an image that fails validation is not necessarily bogus, but these electronic checks are designed to be the first indication that something might be wrong. On the other hand, if an image passes all checks it is a strong indication that it is genuine (although no evaluation is made regarding copyright).

Figure 18
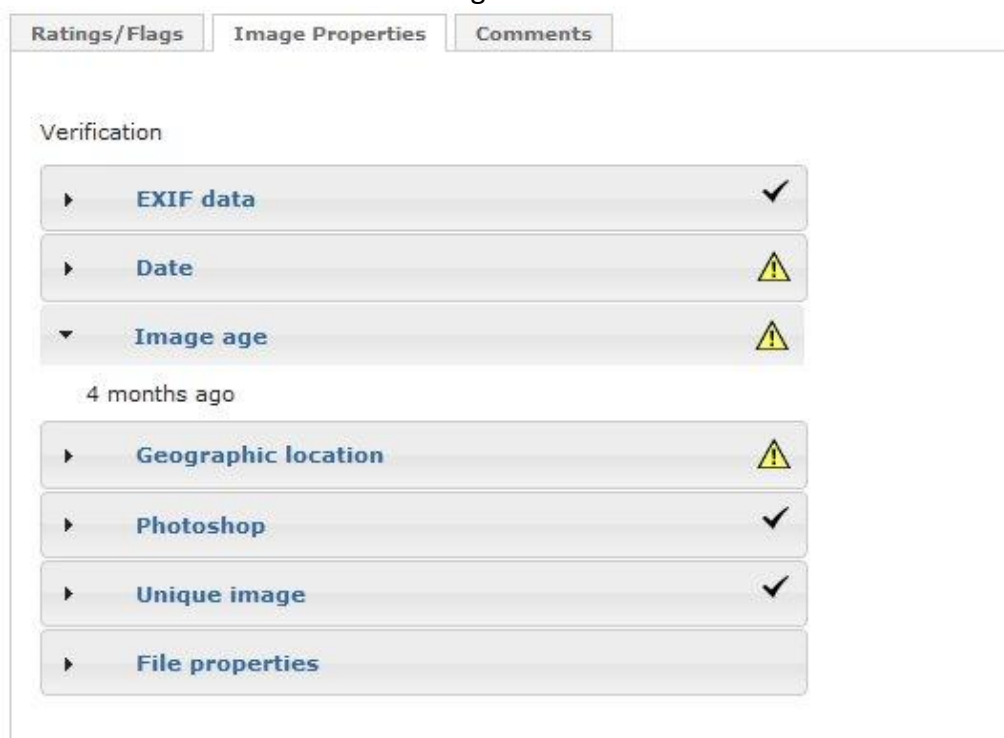
C) Comments

To enter a comment on a video, audio or image, simply enter the comment in the comment box and click **Send.**

D) UGC Comments

Here you can see all the public user comments if the asset is published to public. You can either approve or decline individual comment. To disable public comments, simply unselect **Enable public comments** option. (default is enable)

E) Subtitles (for videos only)

There are two ways to put subtitles into video. You can either upload external .xml format file or manually add subtitles.
To upload external subtitle file, simply click **Upload File** tab. Choose file directory and click **Upload** button.

Figure 19

To add subtitles manually, click on the *Manual Entry* tab.
Type language code, start time and end time for each line.
Click *Add another* button to add another subtitle line.
Click *Save all* button to save that language file and it will generate .xml format file.

In Figure 20,
'**es**' is for Spanish subtitle.
First subtitle line starts from *1.00* (1 second and 0 millisecond) to *5.00* (5 second and 0 millisecond).
Example:
50sec to 60sec   →   Start - 50.00;   End - 60.00
1min to 1min 30sec   →   Start - 60.00;   End - 90.00
1min 30 sec to 2min   →   Start - 90.00;   End - 120.00

Figure 20

Clicking on the .xml file, you can see the subtitle details.
Clicking on the trash icon, that language subtitle will be removed from system.

To view subtitles in video, click on the **CC** button below video file, and it will appear *Captions* language options. Choose language and you will see subtitles in the video.

Figure 21
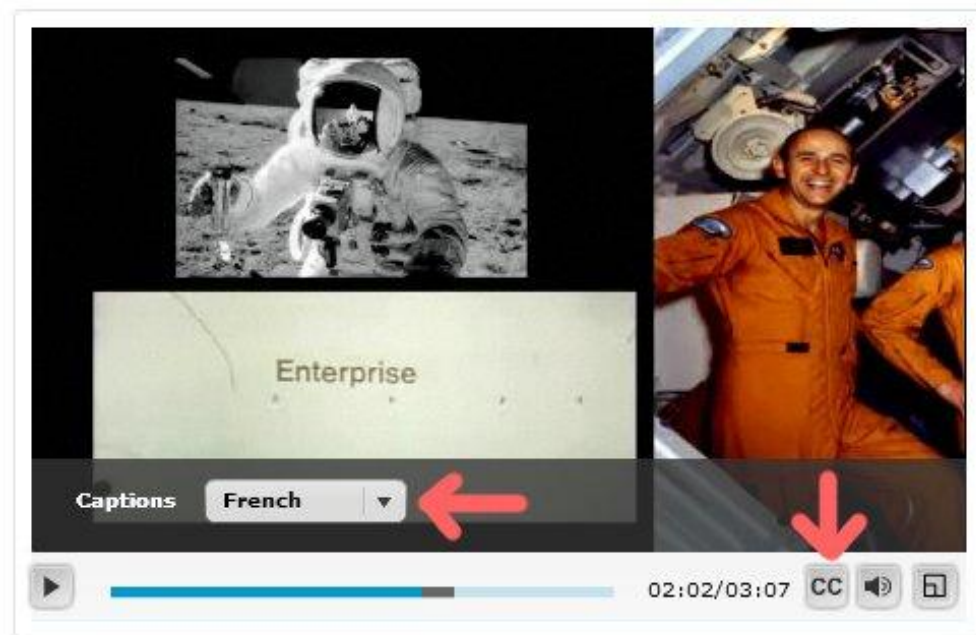
E) Download source

To download the source of a video, audio or image, simply click on the **download** link, and save to your local machine. Figure 22

F) Delete file

If you click **delete** link, the asset will move to Trash folder. You can anytime restore the asset from Trash recycle folder. Figure 22

Figure 22
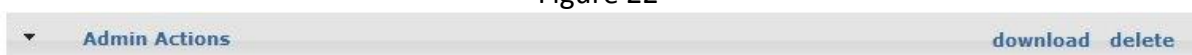
3. Folders

3.1 Create new folders

To create new folders navigate to the *Folders* section via the main menu.

Figure 23

Select *Create Folder* and enter the title, description and parent folder (if any).
To save the new folder, click on *Create*. To cancel, click on the *Cancel* button.

3.2 Edit a folder

To edit a folder, click on the folder title.
To download archive source files in the selected folder, click on the download icon ↓ under the Actions heading.
To delete a folder, click on the trash icon.

3.3 Organise folders

You can organise a folder by selecting the folder from the left-hand Folders navigation.

Figure 24

Here you can select individual assets, all assets on the page or all assets in the folder and move to a new folder by selecting a folder from the drop down menu as illustrated in Figure 25.

Figure 25
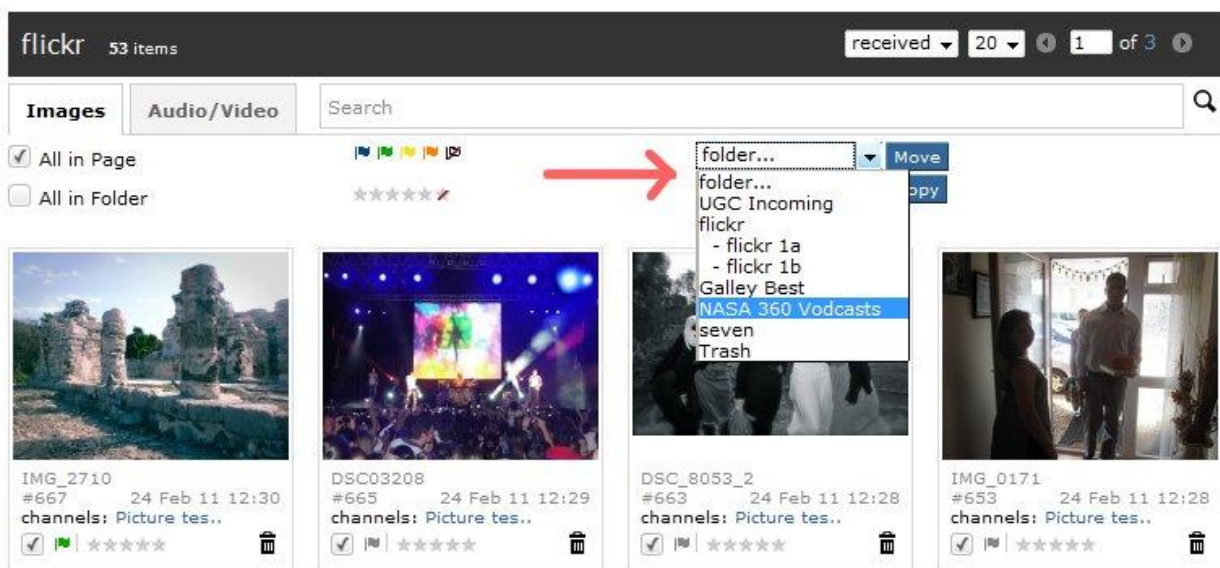
3.4 Copy assets to a channel

Navigate to the folder you wish to view via the left-hand navigation. You can either select individual assets, all assets on the page or all assets in the folder. Next, select the channel you wish to copy the selected assets to from the drop down menu and click on *Copy*.

Figure 26
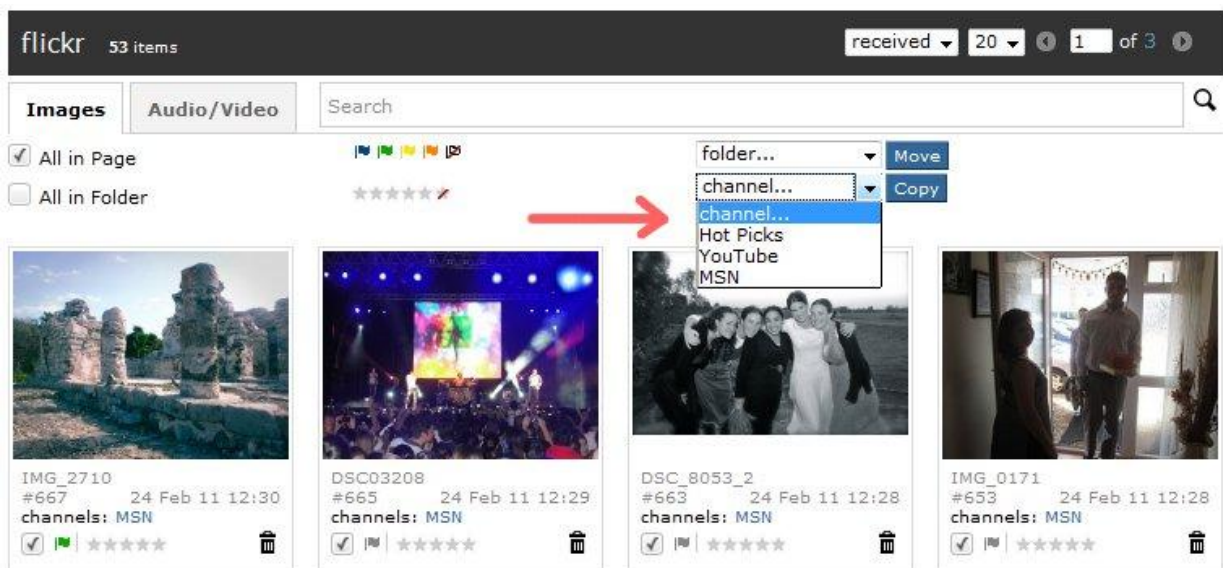
4. Channels

4.1 Create new channels

To create new channels navigate to the *Channels* section via the main menu.

Figure 27

Click on *Create Channel* button and enter the title and description of the channel.
Allow only publishable assets option is ticked by default (which means assets have to set publishable flag colour to move to channel). If you un-tick this option, assets don't need to have publishable flag when moving to channels.

4.2 Edit channels

To edit a channel, click on the channel name.

To deactivate a channel feed, click on the ⬤ icon and it will be changed to deactivate ⬤ icon.

To delete a channel, click on trash icon.

4.3 Transcoding details

Clicking on the *Transcoding Details* tab, it will allow you to change out thumbnail output image sizes and audio/video output format types.
Click *Update* button to save all the settings.

Figure 28

4.4 Input details

Clicking *Input Details* tab, it will allow you to change settings of input details.
Click *Update* button to save all the settings.

Figure 29

4.5 CDN (content distribution network)

To change mount point URLs in channels RSS feeds, click *CDN* tab and type URLs in Replace root field.

Figure 30

4.6 View channels

You can view a channel by selecting the title from the left hand navigation section:

Figure 31

4.7 RSS feed and embed code

Once you are viewing a channel, you can access the RSS feed in one of four common formats:

- RSS 1.0
- RSS 2.0
- ATOM 1.0
- ATOM 0.3

Figure 32

Within this view you can also expand the *Embed code (16:9 and 4:3 ratios), Piclens Embed Code and JW Player Embed Code* tabs which show the code for the player.
To get the embed code for individual single asset, click ⬚ icon on the right side.

Figure 33
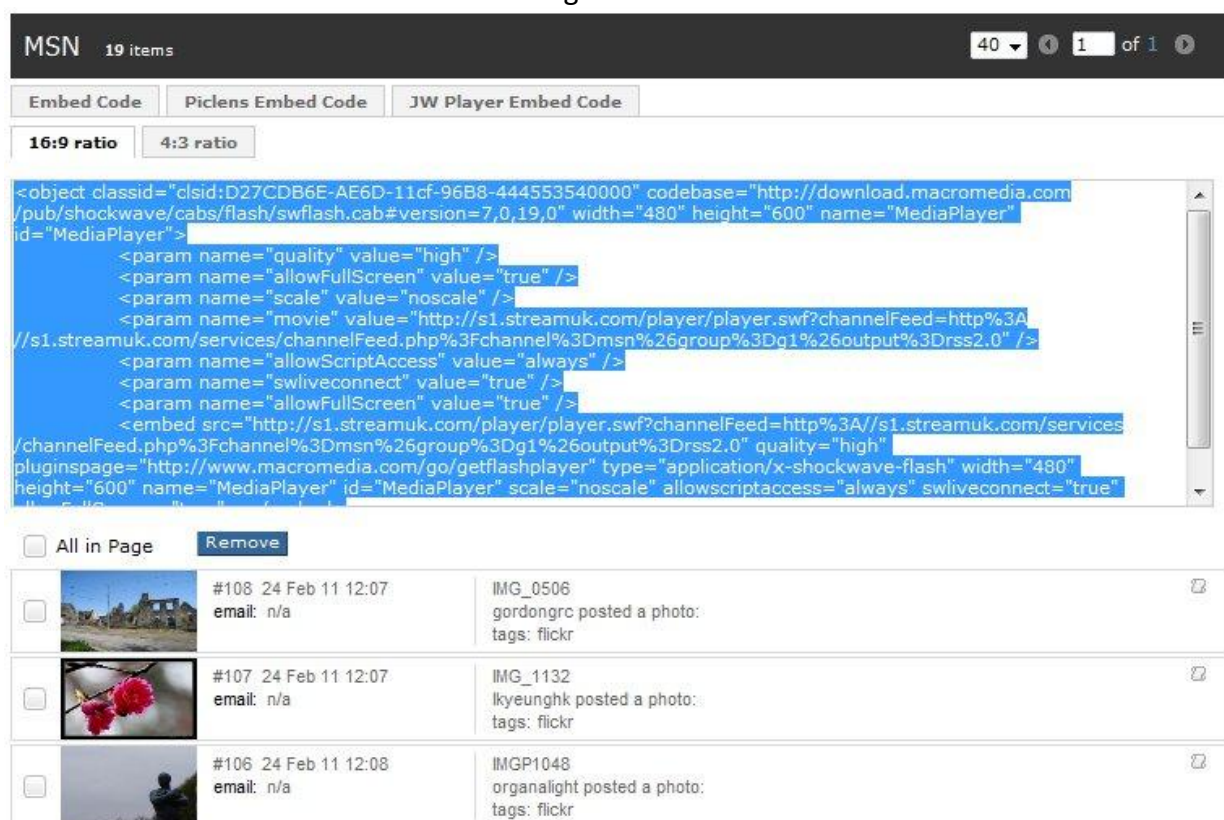
This code produces an attractive player as shown in Figure 34.

Figure 34
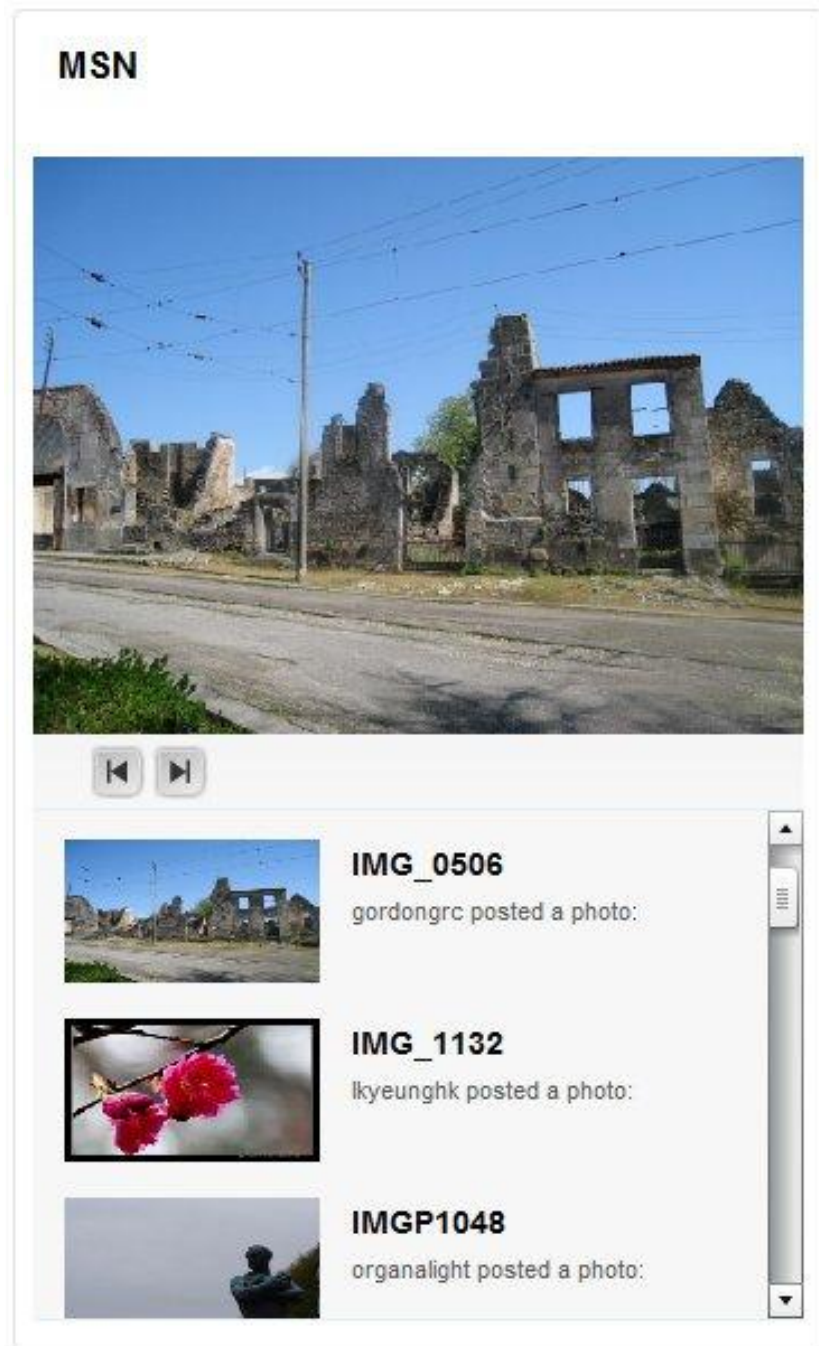
4.8 Edit playlist order

To edit the playlist order simply drag and drop the assets to the correct order. To save the playlist order, click on **Save Playlist Order** button.

Figure 35

4.9 Remove published asset

To remove published asset(s) from channel, either selects the asset individually, or selects the **All in Page** checkbox option, then press **Remove** button.

5. Users

5.1 Create new users

Navigate to the *Users* section via the main menu.

Figure 36

Here you can create, view and edit user profiles. To create a user, click on the *Create User* button. Enter the name, role, email, username, password and picture for the user. To save the new user click, on the *Create* button. To cancel, click on the *Cancel* button.

5.2 Edit a user profile

To edit a user, click on the user's name.
To remove a user, click on the delete icon.

5.3 Users permissions

To see users permissions list, click ⊘ icon next to **Role** dropdown box.
There are 4 user levels which are *Super Administrator* (highest level), *Administrator*, *Moderator* and *Guest*.

Figure 37

Permissions	Guest	Moderator	Administrator	Super Administrator
Login	✓	✓	✓	✓
Jump between Groups				✓
Create/Edit/Delete System Users			✓	✓
Create/Edit/Delete SuperAdmin Users				✓
Create/Edit/Delete Contributors		✓	✓	✓
Create/Edit/Delete Inboxes		✓	✓	✓
Create/Edit/Delete Folders		✓	✓	✓
Create/Edit/Delete Channels		✓	✓	✓
Upload Assets		✓	✓	✓
Create/Edit/Delete Flags		✓	✓	✓
Modify Assets (change thumbail, move to folders, copy to channels, flag, rate, comment, edit)		✓	✓	✓
Monitoring System				✓
Statstics		✓	✓	✓

5.4 Contributors

To see contributors' details, navigate to the **Contributors** tab. It will display the list of all contributors who submitted assets contents to Crowdsourcer.

Figure 38

- 👤 Banned icon under Status heading means that user is banned submissions contents from email, MMS, 3G and UGC Upload Form.

- 👤 Special contributor icon under Status heading means that user is special contributor. All the assets submitted from that user will go to **Special UGC Incoming** inbox folder.

5.5 Edit a contributor profile

To edit a contributor, click on the contributor's name.

6. Upload

Navigate to the *Upload* section via the main menu.

Figure 39

To upload the assets, choose **Move to Folder** options (default is **Administrator** folder), browse for the file(s) you want to upload and click on **Submit**.

7. Flags

Navigate to the *Flags* section via the main menu. Here you can create, edit and remove flags.

Figure 40

7.1 Create new flags

To create a flag click on *Create Flag* button. Select a colour from the drop down menu and enter a description of the flag. You can use the flag system to moderate your assets by assigning a publishable status to each flag.

To create the flag click on *Create*. To cancel, click on *Cancel*.

7.2 Edit a flag

To edit a flag click on the flag colour title.
To remove a flag, click on the delete icon under the Actions heading.

8. Statistics

Navigate to the *Stats* section via the main menu.
Here, you can view statistics for assets entering the system. It is useful to see the number of items coming in and any errors reported.

Figure 41

Stream UK Media Services Ltd, 1 Water Lane, London, NW1 8NZ
Reg. Company No.: 4206916   VAT: GB774 2593 02

9. Monitoring

Navigate to the **Monitoring** section via the main menu. Here you can edit settings for all email alerts.

e.g., if **Transcoding alerts** option is ON, StreamUK support team will get email error alerts when an asset is failed to transcode. To save all the settings, click on **Save**.

Figure 42

10. Logout

To logout from system, click on the **Logout** button on the main menu.

Figure 43